



**POLICY AND ADMINISTRATIVE
PROCEDURES**
Manual of Policies and Procedures

Title

THE DEVELOPMENT AND DELIVERY OF FOODSERVICES

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(8) IC 11-10-3-4(a)(6) IC 11-11-4-1(a)(1) IC 11-11-5-4(a)(6) 11-11-6-2(a) 410 IAC 7-24	00-02-201 00-02-301 01-02-101 01-03-101 02-03-102 02-03-107 02-03-109 02-04-102 04-01-101 04-06-103	ACA: ACI: 4-4086 4-4159, 4-4160, 04-4264, 4-4313, 4-4314, 4-4315, 4-4316*, 4-4317, 4-4318, 4-4319, 4-4320, 4-4321*, 4-4322*, 4-4323, 4-4324*, 4-4325, 4-4326, 4-4327, 4-4328 JTS: 1D-11, 2E-06, 2E-07, 2E-08, 4A-01, 4A-02, 4A-03, 4A-04*, 4A-05, 4A-06, 4A-07*, 4A-08, 4A-09, 4A-10*, 4A-11, 4A-12, 4A-13, 4A-14, 4A-15*, 4B-09 CO: 4C-01 *Mandatory Standards

I. PURPOSE:

The purpose of this policy is to establish a food services program that provides for the basic nutritional needs of offenders committed to the Department.

II. POLICY STATEMENT:

The Department of Correction shall establish standards and guidelines to achieve the effective delivery of food services to offenders in the Department. The Department's food services program is to promote the physical and mental well-being of offenders in Department facilities. While the Department shall provide a well-balanced diet, it is the responsibility of the offender to ensure that this balanced diet is consumed.

The planning, delivery, maintenance and review of the Department's food services program shall be based upon the following principles:

- A. Furnishing the offender population with nutritional and wholesome meals of suitable portions to promote physical well-being.
- B. Providing and serving a variety of food items in an attractive and palatable manner to enhance the morale of confined offenders.

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- C. Maintaining sanitary conditions in accordance with all applicable statutes, rules and procedures.
- D. Operating all phases of the program in a cost-effective manner.
- E. Ensuring acceptable standards of quality are achieved.
- F. Providing a comprehensive system of administration, management and delivery of services based upon availability of Department resources, facility manageability and security concerns.

In addition to the meals served to the general offender population, the Department shall provide special diets to offenders who cannot eat these meals due to either personal preferences or medical restrictions.

When resources are available to administer and deliver a meal, staff may partake of meals prepared through the food services program.

The Department shall develop a monitoring and evaluation system that ensures that the provisions of this policy are achieved.

III. DEFINITIONS:

For the purpose of these administrative procedures, the following definitions are presented:

- A. **ADMINISTRATOR:** The Director of the Division of Foodservices.
- B. **ALTERNATIVE CYCLE MENU:** A menu which deviates from the regular cycle menu due to production problems.
- C. **CALORIC INTAKE:** The amount of energy producing value in food.
- D. **CHIEF FOODSERVICE SUPERVISOR:** The person at the facility responsible for the facility's foodservice operation.
- E. **CONTRACT:** Agreement entered into by the Indiana Department of Correction and Contract Feeder for the delivery of foodservices.
- F. **CONTRACTOR:** Contract Feeder
- G. **FOOD BORNE ILLNESS:** Any illness transmitted through improperly handled food.
- H. **FOODSERVICE PRODUCTION ITEMS:** Food or non-food products and ingredients used in the delivery and maintenance of the foodservice program.

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- I. **FOODSERVICE DIVISION:** The Division of the Department responsible for the development and oversight of foodservice programs.
 - J. **FOODSERVICE TOOLS AND UTENSILS:** Any implement used in the storage, preparation, transportation, or serving of food within the production unit.
 - K. **MASTER CYCLE MENU:** A continuous revolving menu for a determined number of weeks developed and implemented by the Foodservice Division.
 - L. **MASTER RECIPE FILE:** The catalog of recipes used to prepare items for the master cycle menu.
 - M. **PORTION:** The pre-determined amount of a menu item to be served.
 - N. **PRODUCTION CONTROL SYSTEM:** The process through which food production is planned, recorded and reviewed.
 - O. **PURCHASE SPECIFICATIONS:** Standards established to ensure the quality of foodservice production items.
 - P. **RECIPE:** A set of instructions for making a food dish from various ingredients.
 - Q. **REGISTERED DIETICIAN:** A person licensed by the American Dietetic Association and the State of Indiana who is trained in the art or science of applying the principles of nutrition to feeding.
 - R. **STAFFING PATTERN:** The number of qualified persons needed to properly deliver foodservice in a facility.
 - S. **VEGAN:** Prepared food item that is totally void of meat or meat by-products.
 - T. **VOCATIONAL FOODSERVICE PROGRAM:** The vocational education program enabling offenders to obtain skills in foodservice.
- IV. **ADMINISTRATION:**

The Division of Foodservices is responsible for determining the programmatic components and procedures for foodservices within the Department. An Administrator shall be employed by the Department to administer the Division of Foodservices. The Administrator shall report to the Chief Financial Officer.

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The Administrator shall be responsible for oversight of any contract for the provision of Foodservices in the Department. Quarterly audits shall be completed by the Administrator or designee. The Contractor shall complete a Plan of Action, within three (3) calendar days of audit, addressing any deficiencies cited during the Quarterly Audits. **VENDOR PLAN OF ACTION** shall be used for this purpose. (See ATTACHMENT A.)

Corrections addressing areas cited during the Quarterly audit shall be completed by Contractor within 10 calendar days of audit. A follow-up audit shall be conducted by the Administrator or designee to ensure corrections have been completed. Uncorrected deficiencies cited during follow-up audit shall be addressed pursuant to contract requirements.

V. PURCHASING FOODSERVICE PRODUCTION ITEMS:

The purchasing of all foodservice production items shall be the sole responsibility of the contractor. The contractor shall order and receive foodservice production items in a time frame which prevents interruption of the orderly running of the facility.

VI. RECEIVING OF FOODSERVICE PRODUCTION ITEMS:

The Contractor shall receive foodservice production items pursuant to the contract and according to the State Department of Health rules and regulations. (See: Indiana State Department of Health Retail Food Establishment Sanitation Requirements, 410 IAC 7-24.)

The following issues shall be considered when foodservice production items are received:

- A. Receiving foodservice production items shall be the responsibility of the Chief Foodservice Supervisor.
- B. The contractor shall maintain, store and receive delivery of food supplies in the kitchen and agreed upon storage locations within each appropriate Department facility.
- C. The contractor shall schedule all deliveries in accordance with facility procedures, to include specifications for delivery hours, security procedures, etc.

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VII. STORAGE AND DISTRIBUTION OF FOODSERVICE PRODUCTION ITEMS:

All foodservice production items shall be stored in accordance with accepted sanitation practices and the State Department of Health rules and regulations. Adequate identification of items, dating of items, rotation of stock according to product shelf-life, appropriate temperature control, and appropriate moisture control shall be in accordance with the State Department of Health rules and regulations. (See: Foodservice Sanitation Requirements 410 IAC 7-24 Indiana State Department of Health, Section 174 through 181 - Food Identification and Storage.)

VIII. PERSONNEL COMPETENCY:

Personnel employed in foodservice production are to demonstrate competency in the area of foodservices. Foodservice personnel must be able to supervise offenders in the total foodservice operation. Each position shall have a written job description of expectations and duties.

The contractor shall have at least one (1) certified food employee who has shown proficiency of required information through passing a test that is part of an accredited program, as per the State Department of Health rules and regulations 410 IAC 7-22.

IX. EMPLOYMENT OF PERSONNEL:

The Contractor shall provide information to the facility's Human Resources Department in regards to every applicant that is tentatively offered employment. Any tentative management team member at the facility level must be interviewed by the Facility Head and receive approval before an offer can be made to the applicant. A tentative offer of employment by the Contractor shall be pursuant to the contract.

X. PROFESSIONAL DEVELOPMENT:

The professional development of foodservice personnel is to be encouraged and endorsed. Professional development activities may include conferences, visits, and inter/intra-foodservice staff meetings. Foodservice personnel may attend professional development activities when such activities will not jeopardize the staffing levels and is at no expense to the facility. The Administrator and Facility Head must be notified a minimum of two (2) weeks prior to any training that would require the participating foodservice personnel to be absent from the facility.

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XI. FACILITY SUPPORT

A Food Service Contract employee may be utilized to support another food service operation other than the individual's assigned facility. When a food service contract employee is to be utilized for support, the administrator and facility head must be notified a minimum of two (2) weeks before and approval given prior to their absence from the facility.

XII. FOODSERVICE PERSONNEL DRESS AND GROOMING STANDARDS:

All foodservice personnel shall wear uniforms which include OSHA approved foot ware supplied by the Contractor. The uniform shall provide foodservice personnel with a neat, clean, professional image and shall designate rank among foodservice personnel. The contractor's uniforms must receive the approval of the Administrator.

Offenders will be provided clean full length bib type aprons and OSHA approved foot ware supplied by the facility when assigned to food service. The aprons are to be worn over the offender's regular clothing to provide protection to prevent soiling the offender's clothing. It will also help to prevent possible cross-contamination of food items from the offender's clothing.

XIII. OFFENDER FOODSERVICE PERSONNEL:

Assignment of offenders to the foodservice program shall be in accordance with the appropriate Classification policies and administrative procedures as established by the Department. Each offender assignment in the foodservice program shall have a written job description outlining expectations, duties and the staff person to whom the offender is to report which shall be provided by the Contractor.

Evaluation of offender foodservice personnel shall be based upon the following:

- A. Personal grooming and hygiene;
- B. Attitude;
- C. Cleanliness;
- D. Work skills; and,
- E. Attendance and punctuality.

Offenders shall not be placed in the foodservice program for disciplinary reasons. All offender foodservice personnel shall be evaluated by the Chief Foodservice Supervisor or designee in accordance with the guidelines of the Department's appropriate Classification procedures.

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Evaluations shall be completed by the Contractor when requested by the facility's Unit Team. Evaluations shall include actual observation of the offender in the performance of assignments.

XIV. MASTER CYCLE MENU:

The master cycle menu shall meet the nutritional requirements pursuant to the contract. The master cycle menu shall:

- A. Be cost effective;
- B. Be accountable;
- C. Promote physical well-being;
- D. Enhance the morale of the offender population;
- E. Be evaluated and signed by a registered dietician every six (6) months for inspection by the Department of Health and any appropriate inspection and/or audit teams (A copy of this evaluation is to be sent to the Administrator); and,
- F. Be evaluated at least quarterly by facility food service supervisory staff to verify adherence to the established basic daily servings.

Alternative cycle menus based on the master cycle menu may be developed if the offender population composition indicates a need to do so. Alternative cycle menus shall be approved by the Administrator prior to implementation. The master cycle alternative menu shall be developed, approved and implemented under the direction of a registered dietician.

The same Master cycle menu shall be used for both staff and offenders alike.

XV. MASTER RECIPE FILE:

The Contractor, in conjunction with a dietician, shall establish a master recipe file which supports the master cycle menu.

Before being placed in the master recipe file, each recipe shall be tested in relationship to appropriateness of use in quantity food preparation; accuracy of yield; adequacy of preparation instructions; capability of attractive presentation; nutritional value; and, quality of taste.

XVI. PRODUCTION CONTROL:

The Contractor shall implement a production control system which documents adequate production planning and delivery. The production control system must receive approval by the Administrator.

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XVII. TOOL AND UTENSIL CONTROL:

Foodservice tools and utensils shall be stored securely and accounted for as required by contract to ensure safety and security.

Tools and utensils used in foodservices shall be controlled in accordance with the administrative procedures for Policy 02-03-107, "Tool Control". All knives must be tethered in a manner which secures the knives in the area where used.

XVIII. CONTROLLED FOOD ITEMS:

Certain food items which are used in the Foodservice area are particularly susceptible to misuse. The use and storage of these items require extra precautions and security on the part of the Foodservice staff. Examples of items which fall within this category are yeast, mace, nutmeg, fruits/fruit juices, ground pepper, hot sauce and sugar.

Yeast shall be handled and dispensed only by staff and closely watched until the yeast is thoroughly mixed in the item being prepared. A secure box shall be provided in the refrigerator area for yeast storage. An inventory record shall be kept in the box, indicating the date and quantity of issue, receipts, balance on hand and the initials of the staff making the entry.

Operational procedures shall identify the manner in which these items are controlled. The established security inspections shall check these items/areas of storage to ensure the appropriate security, supervision and inventory control is maintained.

XIX. SPECIAL SITUATIONS:

The foodservice program shall provide meals pursuant to the contract. No span of time between meals shall exceed fourteen (14) hours, except in an emergency security situation as declared by the Facility Head or designee.

In emergency circumstances, as declared by the local Facility Head, the Contractor shall provide meals pursuant the contract. The Contractor must have an emergency/lockdown meal policy in place at each facility which is signed showing approval first by Administrator and then by the Facility Head.

When a major disruption of foodservice delivery occurs, sack meals shall be fed to offenders in their housing units. These meals shall consist of items that can be prepared and assembled quickly without the benefit of a skilled labor force. Sack meals may be two or three meals per day at the discretion of the Facility Head. The two or three meal program shall be consistent with the caloric requirements

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of the contract based upon age and gender of the facility's offender population. Sack meals shall be assembled by personnel designated by the Facility Head and the Chief Foodservice Supervisor.

To the greatest degree possible, nutritional requirements of the incarcerated offenders shall be considered. Food items which can serve as potential weapons shall not be served. No pork products shall be included in the sack meals.

In the event of a facility emergency all Diabetic, Renal, Kosher and Vegan diets will be met immediately. All other medically prescribed diets shall be met as expeditiously as possible but, no longer than 36 hours into the emergency unless otherwise directed by a physician.

The Chief Foodservice Supervisor shall file a written report with the Administrator and Facility Head within three (3) working days after the termination of a facility emergency. The report shall include the time and location of sack meals served and the content and portion sizes of the items served. Problems and difficulties in delivering meals under special conditions shall be noted with recommendations for improved procedures in future situations.

The Facility Head shall approve any deviations from these administrative procedures. Such deviations shall be consistent with the facility's Emergency Response Manual. Any deviations from these administrative procedures shall be documented and a copy forwarded to the Administrator and the Executive Director of Adult Facilities or Executive Directive of Juvenile Services.

XX. PORTION CONTROL:

The portion size of a specific menu item shall be in keeping with the master cycle menu, the master recipe file and the production control system as developed by the dietician.

An appropriate serving of milk shall accompany any meal in which cereal is served. It shall not be necessary to provide an additional portion of milk to offenders unless specified on the menu.

Salt and pepper shall be provided in individual serving size packets or shall be made available in salt and pepper shakers at each meal.

In order to ensure that equal portions of each menu item are delivered throughout the serving process, appropriate portioning utensils for each applicable menu item shall be made available and utilized.

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A foodservice supervisor shall monitor the serving process to ensure portion control at the serving point where an offender receives a completed tray or at the end of the production line when sacks are assembled.

XXI. CUTLERY ISSUE:

Cutlery appropriate for the particular meal being served shall be issued to each offender at serving time. For safety and/or fiscal reasons, non-disposable cutlery which is issued shall be reclaimed at the end of each serving time. Disposable paper napkins are to be made available for all offenders.

Tools and utensils used in foodservices shall be controlled in accordance with the Department's administrative procedures for Policy 02-03-107, "Tool Control."

XXII. INSPECTION OF MENU ITEMS PREPARED FOR SERVING:

Each prepared food product shall be inspected prior to serving to ensure quality. The inspection shall be conducted by a foodservice staff member and shall include tasting for palatability, aesthetic presentation, and temperature appropriateness. Each inspection shall be documented and available for review by appropriate personnel. State Form 16851, FOODSERVICE QUALITY CONTROL shall be used for this purpose. (See ATTACHMENT B.)

XXIII. MANAGEMENT OF COMPLAINTS CONCERNING FOOD BORNE ILLNESSES:

If anyone complains of a food borne illness after consuming food produced in a facility, the following actions are to be taken:

- A. The person complaining of the potential food borne illness shall be referred immediately to the facility's Health Care services;
- B. The physician on duty shall examine the person and determine whether the complaint is likely due to a food borne illness or another non-food related illness and all appropriate steps shall be taken to alleviate the complaint;
- C. The physician on duty shall contact the Chief Food Services Supervisor and the Facility Head and advise as to whether the complaint is due to a food borne illness;
- D. A determination shall be made as to whether the complaint is an isolated incident or a widespread incident involving several people;

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- E. If the physician determines that the complaint is based upon a food borne illness, the Chief Foodservice Supervisor shall obtain all information surrounding the complaint and notify the Facility Head;
- F. The Facility Head shall evaluate the seriousness of the complaint and, if the basis of the complaint is a food borne illness, shall notify the Administrator and the Department's Medical Director;
- G. Steps shall be taken to isolate the suspected food product or ingredients;
- H. An investigation shall be conducted by interviewing both production and service personnel who were on duty when the suspected item was served;
- I. After consultation with the Administrator and the Department's Medical Director a determination shall be made as to whether the Facility Head shall notify the State Department of Health immediately regarding complaints that have been determined to be based upon a legitimate food borne illness;
- J. If it has been determined that the complaint is a food borne illness and the State Department of Health is to be notified:
 - 1. The Chief Foodservice Supervisor shall continually maintain sample trays from the last (9) meals served and supply to the State Department of health once complaints are validated; and,
 - 2. The Facility Head shall inform the Executive Director of Adult Facilities, Director of Transition Facilities and Community Based Programs or the Executive Director of Juvenile Services of the findings of State Department of Health tests or investigations;
- K. The Contactor shall take corrective action to reduce future risks of food borne illnesses and the Facility Head shall monitor corrective actions for effectiveness;
- L. The Facility Head shall maintain a file of complaints and corrective actions taken; and,
- M. Grievances filed regarding food complaints shall follow the appropriate grievance procedures.

XXIV. SERVING COUNT:

A serving count shall be taken for each meal served. The count shall be taken according to actual meals served to the following persons:

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- A. The offender population;
- B. Personnel employed by the Department;
- C. Personnel employed by the Department who receive a meal as a courtesy of the Department; and,
- D. Guests of the Department.

Staff wishing to obtain a meal at a facility shall present a standardized dining card to the person taking the meal count. Staff shall not pay for a meal in the serving line. Staff shall be required to purchase a dining card through the facility business office or a designated location. State Form 25353, STAFF DINING CARD, shall be used for this purpose. (See ATTACHMENT C.) Staff shall not be sold individual meal tickets. A State Form 25353 purchased at a facility may be used at any other Department facility to purchase a meal. Department staff shall not be provided a meal at a facility without presenting a dining card, unless the Facility Head or designee authorizes such.

The Facility Head shall determine when dining privileges may be provided to visitors and other departmental staff. In cases where dining privileges are extended to visitors or non-facility staff, the meal must be purchased at the designated meal price. The meal may be purchased by the visitor or by a staff member using the staff person's existing dining card. Meals provided to visitors shall be the same as the meals provided to the offender population. The decision to extend dining privileges to other departmental staff or visitors shall be based upon:

- A. Security and custody considerations;
- B. Facility manageability;
- C. Availability of dining facilities and food; and,
- D. Circumstances of the visit.

A meal shall be provided free of cost to staff called in to duty in emergency situation as presented in Policy 02-01-103, "Emergency Response Operations" and Policy 04-06-103, "The Development, Implementation and Review of Service Programs." Such determination shall be made by the Facility Head or designee. Under no circumstances is a food item to be taken from the facility by a staff person without the written approval of the Facility Head or designee.

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XXV. PRESCRIBED DIETS:

Diets designed for meeting the medical and dental needs of an offender shall be offered by a foodservice production unit when prescribed by a physician or dentist. Prescribed diets shall be ordered in accordance with Policy 01-02-101, "The Development and Delivery of Medical Services," and any applicable Health Care Services Directives.

Each Health Care Services unit shall maintain written documentation of the diet ordered, the name of the physician or dentist ordering the diet, the date ordered, and the date of expiration or required review. A review shall be made and documented in a timely manner. State Form 39889, PRESCRIBED DIET REQUEST, or an Administrator approved equivalent contract vendor form shall be used to communicate a dietary need from Health Care Services to the foodservice production unit (See ATTACHMENT D.) along with any approved contractor's form.

The Prescribed Diet Request must be maintained in the food service office for the timeframe it is effective or until the offender is moved to another facility or released from the Department of Correction. Expired orders must be maintained in archives as required by Department policy or contract requirement whichever is longer.

Health Care Services shall issue each offender requiring a prescribed diet with an approved State Form 6367, PRESCRIBED DIET CARD. (See ATTACHMENT E.) The approved card shall contain the following information:

- A. Offender's name and number;
- B. Name of prescribing physician or dentist;
- C. Issue date;
- D. Expiration or review date; and,
- E. Dietary requirements.

The foodservice production unit shall offer prescribed diets only to offenders presenting a valid State Form 6367, "PRESCRIBED DIET CARD."

A foodservice production staff member shall visually inspect each offender's "PRESCRIBED DIET CARD" prior to serving a prescribed diet tray or sack. The purpose of this inspection shall be to identify the card's presenter and the validity of the card.

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Each foodservice production unit shall maintain a State Form 17481, WEEKLY RECORD OF PRESCRIBED DIET ISSUED, or Department approved equivalent electronic medical form as provided by the Health Care Services unit, for the purpose of recording prescribed diet trays or sacks served. Documentation on this form must be monitored and completed by contractor's staff. (See ATTACHMENT F.)

The Weekly Record of Prescribed Diets Issued must be maintained in the food service office for a six (6) month timeframe after reporting dates. After the six (6) months the records must be maintained in archives for the timeframe required by Department policy or contract requirement whichever is longer.

The contractor must inform Health Care Services on a weekly basis of offenders receiving prescribed diets who are more than rarely noncompliant by returning SF 17481. Health Care personnel must then document the noncompliance in the health record and arrange for a nutritional counseling session for the offender. The offender must be informed by Health Care Services personnel that should they continue to be noncompliant the diet may be discontinued by the physician.

If Health Care Services personnel are then informed that the patient is again noncompliant, the prescribing Health Care Services staff should consider whether discontinuation of the diet is appropriate. The offender must be informed that the diet has been discontinued by the prescribing Health Care Services staff because of the offender's noncompliance with the prescribed diet. Once discontinued, if the offender is interested in receiving the prescribed diet and it is still medically indicated, consideration by the prescribing Health Care Services staff will be given to providing it again; however, there will be a 90 day waiting period before re-initiating the prescribed diet.

Prescribed diets shall not be written solely for weight reduction purposes by facility Health Care Services staff unless the offender's weight is determined to meet the definition of Morbid Obesity causing further health risk problems. Offenders with weight problems not detrimental to health are to be counseled by the medical staff in regard to the proper foods to be eaten. Any prescribed diets for weight control shall be in accordance with all applicable Health Care Services Directives.

XXVI. PERSONAL PREFERENCE DIETS:

Personal preference diet privileges may be granted to an offender by the Facility Head or designee. Personal preference diets are those foods voluntarily refused by an offender because of religious or moral reasons. In order to request a personal preference diet, an offender shall complete State Form 48405, REQUEST FOR PERSONAL PREFERENCE DIET. (See ATTACHMENT G.)

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Each offender desiring to consume a personal preference diet shall be issued a diet card once approved by the Facility Head or designee. State Form 48407, PERSONAL PREFERENCE DIET CARD, shall be used for this purpose. (See ATTACHMENT H.) Personal preference diet cards shall be distinguished from prescribed diet cards by different color paper stock. Prior to receiving a personal preference diet, each offender must display their Diet Card to appropriate foodservice personnel.

The “Approved” request for Personal Preference Diets must be maintained in the food service office and the Personal Preference Diet file for the timeframe the diet is effective or until the offender is moved to another facility or released from the Department of Correction. Expired orders must be maintained in archives as required by Department policy or contract requirement whichever is longer.

An offender requesting a personal preference diet shall assume responsibility for monitoring his/her diet.

Personal preference diet cards may be confiscated if an offender abuses or misuses the privilege by voluntarily consuming the self-prohibited foods.

The first offense of this nature shall result in the confiscation of the personal preference diet card for a period of up to 90 days. Any further violations by the offender shall result in a confiscation of the personal preference diet card for a period of up to 180 days per violation.

Each Foodservice production unit shall maintain a copy of State Form 48408, WEEKLY RECORD OF PERSONAL PREFERENCE DIET ISSUED, for the purpose of recording personal preference diet trays or sacks served. (See ATTACHMENT I.)

The Weekly Record of Personal Preference Diets Issued must be maintained in the food service office for a six (6) month timeframe after reporting dates. After the six (6) months the records must be maintained in archives for the timeframe required by Department policy or contract requirement whichever is longer.

Offenders, who receive their meals in any area where Food Service staff do not observe the delivery of the meals, will be recorded at a 100 % participation level.

Specific procedures to follow when delivering personal preference diets include:

- A. Menus shall be posted 72 hours in advance and shall contain no pork unless the menu item is named pork;

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- B. If any vegetable is to be seasoned with any type of meat, an amount reasonably adequate to serve the affected offenders shall be separated before any meat ingredient is added; the vegetable so separated will be served to the approved offenders upon their request;
- C. Any stock to be used in a sauce or gravy will be based on a non-animal fat, shortening or oil, except in the case of pork/beef gravy;
- D. No food, except pork itself, shall be fried in any oil or fat containing pork; and,
- E. All bakery items shall be made with non-animal shortening.

An offender requesting a personal preference diet that is so stringent that his/her health may be affected shall be so advised. The determination that a diet is stringent shall be made jointly by the facility Health Care Staff and Foodservice Supervisor. State Form 48406, REQUEST FOR STRINGENT DIET, shall be used to verify the offender's request to exclude certain foods from his/her diet and to obtain the offender's informed consent. (See ATTACHMENT J.)

Prescribed diets shall not be adjusted for personal preference purposes. If an offender prefers to utilize a personal preference diet rather than the prescribed therapeutic diet, the offender shall be informed of the potential health effects of the choice. State Form 9262, REFUSAL AND RELEASE FROM RESPONSIBILITY FOR MEDICAL, SURGICAL, PSYCHIATRIC AND OTHER TREATMENT, shall be completed to document the offender's choice. (See ATTACHMENT K.)

Refusal of a therapeutic intervention has to be "informed refusal" and the counseling associated with informed refusal has to be done by the health services staff. Food Service staff are responsible for reporting the non-adherence and it's the medical staff's responsibility to offer the offender a refusal form at the counseling session.

XXVII. SPECIAL MANAGEMENT MEALS:

A specially prepared meal designed to be utilized as an administrative action in order to maintain a clean, safe and healthful environment in confinement areas may be used upon approval of the Facility Head and in accordance with these administrative procedures. The special management meals shall be used only in those cases where an adult offender has used food or food service equipment (trays, utensils, etc.) in a manner that is hazardous to self, staff or other offenders. The use of the special management meal shall be on an individual basis and may not be used as a sanction in a disciplinary hearing. The special management meal

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referred to as “Nutraloaf” shall meet the recommended dietary allowances pursuant to the contract. The Nutraloaf meal shall meet the religious and medical needs of the offender.

The special management meal shall be utilized in accordance with Policy 02-04-102, “The Use and Operation of Adult Offender Disciplinary Segregation Units.” The contractor will implement the Nutraloaf only after notification of written approval by the Facility Head or designee and the responsible health authority. The use of the Nutraloaf diet shall be for a period of seven (7) full days. At the end of the seven (7) days, the offender shall be returned to the regular meal diet for a minimum of at least one day. At no time shall an offender be placed on the Nutraloaf diet for more than seven (7) days.

If the offender continues to use food or food service equipment in a manner that is hazardous to him/herself, staff or other offenders following a seven (7) day cycle, staff shall recommend that the offender be placed on the Nutraloaf diet again after the offender has been off of the Nutraloaf diet for at least one (1) full day. The Facility Head or designee and the responsible health authority must again approve in writing a new seven (7) day cycle of the Nutraloaf diet.

Health Care staff shall evaluate the offender prior to and while the offender is on the diet to ensure the offender’s health does not deteriorate. Additionally, each day that the offender is on the diet, the Custody Supervisor shall visit the offender to follow the inmate’s progress while on the Nutraloaf diet to determine when the inmate should be removed from the special management meal status.

XXVIII. SANITATION:

All foodservice areas shall be maintained in such a manner as to ensure acceptable sanitation standards and to meet the State Department of Health's rules and regulations. Sound sanitation practices promote pride in workmanship and contribute to the overall well-being of the population and the management of the facility.

XXIX. HEALTH PROTECTION:

It is important that personnel involved in the production of food engage in sound health practices for their protection and the protection of those who consume the prepared products.

The following shall be accomplished:

- A. All foodservice supervisors shall instruct staff and offenders assigned to the foodservice area that they are not to work if they have a communicable

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or infectious disease such as an open wound, an acute respiratory infection, or vomiting or diarrhea caused by an infection;

- B. All foodservice personnel shall wash their hands upon reporting for duty and after using the toilet facilities;
- C. All foodservice personnel shall wear effective hair restraints;
- D. Clean uniforms shall be worn each day;
- E. Mop water and sanitizing solutions shall be changed as frequently as is needed in order to ensure an adequate cleaning process; mop heads shall be cleaned and replaced as often as is necessary to maintain acceptable sanitary conditions; and,
- F. Food and beverages shall be consumed only in designated dining areas.

XXX. PEST AND VERMIN CONTROL:

As part of a total sanitation process, it is necessary to control and eliminate pests and vermin. Each facility shall conduct, on a regular basis, a pest and vermin control program according to approved pest and vermin control methods. Supplies necessary for such a program shall be maintained at all times and stored in a separate area away from the food storage area. Use of necessary supplies shall be administered by a licensed "Pest Control Operator"

XXXI. INSPECTIONS OF FOODSERVICE AREAS:

All foodservice areas and equipment shall be inspected on a weekly basis. State Form 17416, "FOODSERVICE WEEKLY INSPECTION SHEET," shall be used for this purpose. (See ATTACHMENT L.) These inspections shall be conducted by both facility staff and the Contractor. Personnel performing the inspections shall be designated by the Facility Head and the Chief Foodservice Supervisor with the exception that one contract company's employees can not perform an inspection involving the operation of another contract company.

The weekly inspections are to be completed in addition to regularly scheduled State Department of Health and any other regulatory inspections. A copy of the inspection and a schedule of correction of noncompliant areas are to be sent to the facility Safety Hazard Manager.

Following each State Department of Health inspection or complaint survey, the facility is to follow the Department's established procedures for plans of correction and the contractor shall participate in addressing any deficiencies

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including the preparation of the appropriate plan(s) of correction. The response shall be forwarded to the Facility Head for forwarding to the State Department of Health.

XXXII. MONITORING REFRIGERATED STORAGE AND WATER TEMPERATURES:

Product safety and sanitation are two (2) important concepts in food management. In order to monitor compliance with these two (2) concepts, certain actions are to be completed daily. Refrigerated storage areas and water temperatures, where affecting sanitation, shall be monitored on a daily basis.

The objective of monitoring refrigerated storage and water temperatures are to:

- A. Provide management with a documented inspection report of refrigerated storage facilities and water temperatures; and,
- B. Ensure that safe food handling temperatures are being maintained in regards to storage and water.

In order to document that refrigerated storage temperatures and water temperatures are monitored on a daily basis, forms using a standard format shall be utilized by each facility. The form must be developed by the contract vendor and approved by the Administrator. The form must be adapted to the number of refrigerated storage units at the facility. The form is to be used and completed daily at opening and closing of the department. The inspections shall be conducted by the Chief Foodservice Supervisor or designee.

The refrigerated storage temperatures form shall be maintained in the foodservice area for a period of 6 months after reporting dates. After the six (6) months the records must be maintained in archives for the timeframe required by Department policy or contract requirement whichever is longer.

Each refrigerated storage area in the facility shall be assigned a unit number and be properly identified on the monitoring document.

Each refrigerated storage area shall be provided with an approved thermometer inside the unit located next to the door to ensure accurate temperature readings.

Water temperatures shall be monitored using approved hand held or stationary thermometers.

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Each inspected area found to be in violation of recommended safe temperature levels, must have a plan of action completed on the form. Repairs required to correct violations shall be pursuant to the contract.

XXXIII. FOODSERVICE EQUIPMENT INVENTORY:

A foodservice equipment inventory shall be maintained by each Chief Foodservice Supervisor or designee and the facility in order to facilitate sound fiscal planning and management. Each facility shall submit by the fifteenth day of January and June of each year, a copy of the PeopleSoft generated report showing all foodservice equipment located at the facility.

XXXIV. INVENTORY OF FOODSERVICE PRODUCTION ITEMS:

The Contractor must maintain a minimum of a two week inventory pursuant to the contract. Inventory information must be supplied to Administrator when requested. The Chief Foodservice Supervisor or designated staff shall inventory and record the quantities of all foodservice production items on a weekly basis.

XXXV. FEDERAL FOOD COMMODITIES:

Food commodities made available by the federal government can be utilized by the Contractor to provide nutritional food products to offenders at reduced cost. It is beneficial to accept federal food commodities when offered. The acceptance of federal food commodities requires that the Contractor order, store, maintain a separate federal food inventory and utilize the commodities received in accordance with federal regulation.

The Administrator shall advise each facility utilizing federal commodities regarding the controlling federal rules and regulations. The Administrator shall be responsible for the timely submission of all required administrative information to the appropriate state agency.

The Chief Foodservice Supervisor shall be responsible for the proper and timely submission of all commodity orders to the state agency or designated warehouse. It is the Chief Foodservice Supervisor's responsibility to properly order, requisition, receive, store and utilize these commodities.

XXXVI. UTILIZATION OF FRESH PRODUCE AND FRUIT HARVESTED WITHIN THE DEPARTMENT:

Fresh produce is grown by the Department annually for the purpose of adding variety to menus. The Contractor is to utilize fresh produce grown within the Department, when possible.

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XXXVII.FOODSERVICE EQUIPMENT REPAIR:

Equipment repair shall be maintained pursuant to the contract. Work orders are to be completed following the facility's procedure to request assistance from the facility's maintenance department.

In conjunction with maintenance personnel, preventive maintenance schedules shall be developed for those pieces of equipment listed on the food equipment inventory pursuant the contract. Preventive maintenance shall be performed by appropriate personnel according to the developed schedule.

XXXVIII.APPLICABILITY:

These administrative procedures are applicable to all Department facilities which provide meal services to offenders.

Signature on File

Bruce C. Lemmon,
Commissioner

4/13/11

Date